



Wellbeing resources and contacts in England

A directory of professional and national wellbeing support services

This directory is a comprehensive overview of national wellbeing support organisations. Each organisation offers a library of online resources and provides the details of how they offer support. It also includes a summary of the services available for pharmacists through the charity [Pharmacist Support](#).

As contact details and opening hours can change, please check each organisation's website before sharing information or accessing non-urgent support.

Urgent help

If someone's life is at risk, for example, they have seriously injured themselves or taken an overdose or you do not feel you can keep yourself or someone else safe – **Call 999 or go to A&E**

A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

If urgent mental health help is needed but it is not an immediate emergency – **Get advice from 111 (and select the mental health option) or ask for an urgent GP appointment.**

Around the clock listening support

Immediate listening support (free and confidential support)

Organisation	Who it supports	Contact details	Availability
Samaritans	Anyone who needs a confidential, non-judgemental listening service	Phone: 116 123 Limited webchat may be available through the website Website: samaritans.org	24 hours a day, every day
Shout 85258	Anyone in the UK who is struggling to cope and prefers text support	Text SHOUT to 85258 Website: giveusashout.org	24 hours a day, every day
PAPYRUS HopeLine 24/7	People under 35 experiencing thoughts of suicide; anyone worried about a young person; and people debriefing after a suicide-related conversation	Phone: 0300 102 2470 Text: HOPE to 88247 Email: pat@papyrus-uk.org Live webchat: via the website Website: papyrus-uk.org	24 hours a day, every day

Wellbeing support from Pharmacist Support

Pharmacist Support is the pharmacy profession's independent, non-membership charity. It offers a wide variety of free and confidential support to pharmacists and their families, former pharmacists, trainee pharmacists and pharmacy students. The charity has strict procedures in place to protect the data and confidentiality of anyone who reaches out for support and doesn't report or share any personal data with the GPhC.

The charity's four pillars of support are **Financial Health & Support** (which includes financial assistance to people who are facing financial difficulty and Specialist Advice for debt and benefits, as well as general guidance and advice for daily personal budgeting), **Mental Health & Wellbeing Support** (which includes counselling, anonymous Listening Friends Peer Support and addiction support), **Studying & Training Support** (which includes free training workshops to help manage the pressures of university, the training year and of daily life) and **Workplace Wellbeing Support** (which also includes free training workshops on topics such as Stress Management and Building Resilience, the Science Behind Wellbeing and Building Assertiveness).



There is a large library of support, guidance and resources on the [Pharmacist Support website](https://pharmacistsupport.org), but if you can't find the information you are looking for, the charity can be reached via an online enquiry form, email and phone. The team manages enquiries Monday to Friday and aims to respond within five working days. Whilst the charity isn't a crisis service, it cares deeply about safety and wellbeing. If you or someone you know needs urgent help, the charity encourages you to reach out for the right support via the Samaritans (free phone 116 123) or your local emergency services.

Pharmacist Support is proud to help people from such a caring profession, and each year provides thousands of acts of support. By championing wellbeing, Pharmacist Support's vision is for no one in its pharmacy family to face challenging times without the charity by their side.

To stay up to date with the latest news and charity support for you and your pharmacy team, as well as ways to get involved, please sign up to Pharmacist Support's bite-sized e-newsletter:

<https://pharmacistsupport.org/about-us/contact-us/newsletter/>

Wellbeing support for pharmacy teams

Mental health and wellbeing support (free and confidential support)

Organisation or service	What it offers	Contact details	Availability
Mind	Emotional support and advice for mental health and wellbeing	Support line: 0300 102 1234 Email: info@mind.org.uk Website: mind.org.uk	Monday–Friday 9am–6pm (excluding bank holidays)
C.A.L.M. (Campaign Against Living Miserably)	Suicide prevention and practical mental health support	Support line: 0800 58 58 58 Webchat and link to WhatsApp available via the website thecalmzone.net	5pm – midnight
NHS Talking Therapies for anxiety and depression	Free NHS psychological treatments for anxiety and depression Self-referral available in many areas. A GP can also refer. Usually for adults aged 18+	Visit the NHS Talking Therapies Service webpage Find NHS talking therapies	Talking therapies will contact you. If they can help you, they'll tell you how long you may need to wait for your first therapy session

Specialist wellbeing and bereavement support (free and confidential support)

Organisation	Support	Contact details	Availability
Beat	Information and support for people of all ages affected by eating disorders, including family and friends	Support line: 0808 801 0677 Webchat via the website beateatingdisorders.org.uk	3pm–8pm Monday–Friday
Cruse Bereavement Support	Emotional support for anyone affected by grief, plus local branches	Support line: 0808 808 1677 Webform via the website cruse.org.uk	Mon, Wed, Thurs and Friday 9.30am–5pm Tuesday 1pm–8pm
Suicide&Co	Listening support, practical guidance and free counselling for adults bereaved by suicide	Support line: 0800 054 8400 Email: info@suicideandco.org Website: suicideandco.org	Monday–Friday 9am–5pm



Debt advice and gambling-related harm (free and confidential support)

Organisation	Support	Contact details	Availability
National Debtline	Free, independent and confidential debt advice, including budgeting, creditor action, arrears and debt options	Freephone: 0808 808 4000 Webchat during helpline hours via the website nationaldebtline.org	Monday–Friday 9am–8pm Saturday 9.30am–1pm
Citizens Advice debt service	Help with urgent debts, rent or mortgage arrears, council tax, bailiffs, energy bills, court action, debt solutions and income maximisation	Debt helpline: 0800 240 4420 Online debt chat via the website citizensadvice.org.uk	Monday–Friday 9am–8pm Saturday 9.30am–1pm
GamCare and the National Gambling Helpline	Free, confidential information, advice, emotional support and routes to treatment for anyone affected by gambling, including family and friends	Support line and WhatsApp: 0808 8020 133 Email: help@gamcare.org.uk Webchat via the website gamcare.org.uk	24 hours a day, every day